**You Said**

1.                   It was agreed to review and update the web site

2.                   Install LED display in the waiting room to improve information and communication regarding the service provided by the practice and also the services available locally.

3.                   To improve telephone consultation patient service for better and quicker access.

4.                   Doctor’s availability and days on which they have a surgery.

**We Did**

**1. Our Website is reviewed and updated please visit**

[**http://www.redlionroadsurgery.nhs.uk**](http://www.redlionroadsurgery.nhs.uk)

**2. LED Multimedia screen is installed in the Waiting area at Red Lion Road surgery. The Information is updated regularly**

**3. Telephone Consultation has been improved and we have a designated time in our appointments in the morning and in the afternoon sessions. It is available five days in the morning and four days in the afternoon sessions as Thursday the surgery is closed in the afternoon.**

**4. The doctors’ availability is displayed in the waiting area, On LED Multimedia and the Surgery website. Please visit**

[**http://www.redlionroadsurgery.nhs.uk**](http://www.redlionroadsurgery.nhs.uk)

**updated March 2013**